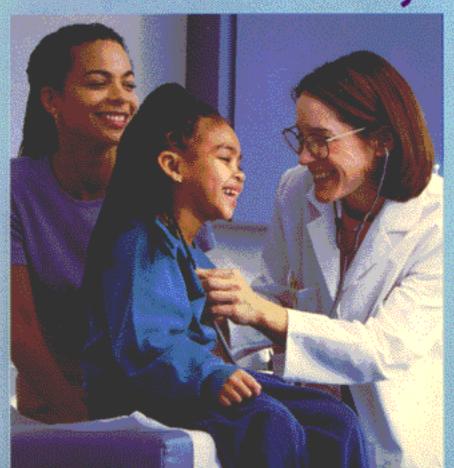


The "Consumer's Guide to Medicaid Managed Care in New York City" presents relative scores using the star symbol.

Provided by New York State
Department of Health

A Consumer's Guide to Medicaid Managed Care In New York City



Choosing
a managed care plan that meets the health care needs of
you and your family is an important decision. This brochure will help you
make that decision. It has information about the quality of care offered by the
different plans, and people's opinions about the care and services the plans
provide.

There are other things you need to think about too. Is your doctor in the plan? How close is the doctor's office to your home? Does the plan have special services that you and your family need?

Talk with friends, your doctor and your New York Medicaid CHOICE counselors before making a decision. Ask questions to make sure you know what each plan offers.

Managed care plans in New York City		Bronx	Brooklyn Manhattan	Queens	Staten
ABC Health Plan/Institute for Urban Family Health	1-800-298-2420				
The Bronx Health Plan	1-800-553-8247	•			
Care Plus	1-800-535-5618				
CenterCare	1-800-545-0571	•			
Community Choice Health Plan of Westchester	1-800-224-7990				
Community Premier Plus	1-800-867-5885		•		
Fidelis Care New York	1-888-343-3547				
Genesis Health Plan	1-800-599-2920				
HealthFirst	1-800-905-5441	•	• •	•	
Health Plus	1-800-300-8181				
Health Insurance Plan of New York (HIP)	1-800-447-8255	•			
Managed HealthCare Systems	1-800-493-4647	•			
MetroPlus	1-800-303-9626	•			
Neighborhood Health Providers	1-800-826-6240	•			•
New York Hospital Community Health Plan	1-800-261-4649				
Partners in Health	1-800-652-1332	•			
United HealthCare of New York	1-800-705-1691	•			
WellCare of New York, Inc.	1-800-334-4096	•			





A Consumer's Guide to Medicaid Managed Care in New York City

Key More stars mean better health plan performance *** Above average * Average Below average Not reported/too few members	provided by I	The Quality of Care provided by health plans to children is measured by:			The Quality of Care provided by health plans to adults is measured by:			Patient Satisfaction with access and service is measured by the answers to five questions:				
	Percent of mothers who had all recommended visits	Percent of two-year-olds who got all their shots	Percent of two-year-olds who have been tested for lead poisoning	Percent of women (21-64) who had a Pap test in past 3 years		Percent of diabetics who had tests to mornor blood sagar	Percent of members who had routine checkups in past year	How happy are you with your health plan?	Are you able to see specialists when necessary?	Would you recommend your health plan to your family or friends?	How happy are you with how long it takes to get an appointment?	How happy are you with your children's medical care?
Health Plan	Prenatal Care Visits	Childhood Immunization	Lead Screening	Cervical Cancer Screening	Breast Cancer Screening	Monitoring Diabetes	Access to Care	General Satisfaction	Access to Specialists	Recommen- dation	Access	Children's Care
ABC Health Plan/Institute for Urban Family Health	0	0	0	0	-0	O	***	***	***	**	**	**
The Bronx Health Plan	**	***	***	***	***	***	***	***	**	**	**	***
Care Plus	0	0	0	**	0	0	**	0	0	0	0	0
CenterCare	***	*	***	***	***	***	*	**	**	**	**	**
Community Choice Health Plan of Westchester	**	**	***	*	0	0	***	**	**	**	**	**
Community Premier Plus	0	0	0	0	0	0	0	0	0	0	0	0
Fidelis Care New York	**	***	*	*	*	0	*	**	**	**	***	**
Genesis Health Plan	**	*	*	*	0	*	***	**	**	*	***	**
Health First	***	**	*	**	***	**	*	***	**	**	**	**
Health Plus	***	***	***	***	***	**	***	**	**	**	**	**
Health Insurance Plan of New York (HIP)	*	**	***	***	***	**	***	**	**	**	*	**
Managed HealthCare Systems	**	*	0	*	*	**	**	**	**	**	**	**
MetroPlus	***	*	**	***	***	**	*	**	**	**	**	**
Neighborhood Health Providers	**	**	**	**	0	*	***	**	**	**	**	**
New York Hospital Community Health Plan	0	0	0	***	0	0	**	0	0	0	0	0
Partners in Health	**	**	**	*	**	*	***	**	**	**	**	**
United HealthCare of New York	0	0	0	**	0	0	**	**	**	**	**	**
WellCare of New York, Inc.	**	**	*	**	**	*	***	**	*	*	***	**



Important numbers

To learn how to enroll in a health plan, call:

New York Medicaid CHOICE

1-800-505-5678

If you have a problem with your health plan, call:

New York State Health Department Complaint Hotline
1-800-206-8125

For copies of this guide, call:

New York State Health Department

518-486-6074



State of New York George E. Pataki, Governor

Department of Health

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